

**For information on becoming a Customer Service Representative, see [Sources of additional information](#) within this brochure.**

**For information on youth employment opportunities, contact a career counselor at your high school or employment counselor or job and information center coordinator at your local NH Employment Security Office.**

**Berlin (752-5500)**

[151 Pleasant St., PO Box 159, 03570-0159](#)

**Claremont (543-3111)**

[404 Washington St., PO Box 180, 03743-0180](#)

**Concord (228-4100)**

[10 West St., PO Box 1140, 03302 - 1140](#)

**Conway (447-5924)**

[518 White Mountain Highway, 03818-4205](#)

**Keene (352-1904)**

[109 Key Rd., 03431-3926](#)

**Laconia (524-3960)**

[426 Union Ave., PO Box 760, 03246-2894](#)

**Lebanon (448-6340)**

[85 Mechanic St., Ste.4, 03766-1506](#)

**Littleton (444-2971)**

[646 Union St., Ste.100, 03561-5314](#)

**Manchester (627-7841)**

[300 Hanover St., 03104-4957](#)

**Nashua (882-5177)**

[6 Townsend St., 03060-3285](#)

**Portsmouth (436-3702)**

[2000 Lafayette Rd., 03801-5673](#)

**Salem (893-9185)**

[29 South Broadway, 03029-3026](#)

**Somersworth (742-3600)**

[243 Rt.108, 03878-1512](#)

**SO, You want  
to be a...**



*Projected among the top twenty occupations  
with the most annual openings.  
(NH Employment Projections, 2002-2012)*

**Business, Management & Administration**  
**Customer Service  
Representative**



**New Hampshire**

**Here are  
a few things  
you should know.**

You'll want to know a few things about this career.

Avg Hrly Wage:

\$13.80

Expected

GrowthRate\*:

25%

Avg

AnnOpenings:

311

Training/Educ Needed:

Moderate On-the-Job Training  
*High school diploma is most common requirement although college can sometimes be preferred.*

Basic Skills: Reading, listening, writing, speaking.

Job Skills: Active listening, speaking, writing, reading comprehension, speaking, critical thinking, judgement and decision making, instructing, mathematics, active learning, service orientation, negotiation, complex problem solving, coordination, monitoring, social perceptiveness.

SO, You want to be a...

# Customer Service Representative

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## TASKS

1. Interact with customers to provide information in response to inquiries about products/services.
2. Handle and resolve customer complaints about such things as billing and service.
3. Assist individuals interested in openings accounts such as for various utilities (electric/gas) or communication services(cable/telephone).
4. Receive orders for services to be installed, turned on/off, cancelled, reinstated, or changed.
5. May explain how to use equipment and solve any equipment problems or how to navigate an internet site.

Interests  
(Holland Code):  
CES  
(Conventional, Enterprising, Social)

Interest Area:  
Business & Administration

Working Conditions: Pleasant and comfortable clean, well lit offices.

Avg Work Week:  
40hrs (Some may work days, evenings and week-ends. Some call centers can be open 24hrs/day.)

Sources of additional info: NH Employment Security (Contact office nearest you or go online to [www.nhes.state.nh.us](http://www.nhes.state.nh.us)).

American Management Association, 1601 Broadway, New York, NY 10019 ([www.amanet.org](http://www.amanet.org)).

**NHCRN**  
New Hampshire Career Resource Network  
EMPLOYMENT SECURITY Rick Ricker (603) 229-4489 ELMAB  
[www.nhes.state.nh.us/elmi/nhcrn/index.htm](http://www.nhes.state.nh.us/elmi/nhcrn/index.htm)

[www.onetcenter.org](http://www.onetcenter.org)

OOH, 2002-2003